

OBSERVATION REPORT # 20 - REVISED

KPMG Consulting observed several instances where Provisioning Completion Messages (PCMs) and Billing Completion Messages (BCMs) were received after expected time frames.

Issue

The following table lists a sample of PONs for orders that received PCMs later than what KPMG Consulting expected.¹

Issue	PON	VER	PCM Completion Date	PCM Received
1	019041NN0X000002	AA	09/22/00	09/26/00 19:32
2	038041NN0X000001	AA	09/21/00	09/23/00 11:14
3	050011NN0X000005	AA	09/21/00	09/26/00 11:32
4	018031NN0X010001	AA	09/21/00	09/26/00 19:31

Note: On 10/26, the PCM portion of this observation was closed. PCMs were not received late per the Carrier-to-Carrier Guidelines.

The following table lists a sample of PONs for orders that received BCMs later than what KPMG Consulting expected.² Issues 7 and 8 are provided as additional examples of late BCMs.

Issue	PON	VER	BCM Completion Date	BCM Received
5	018031NN0X010001	AA	09/22/00	09/28/00 12:34
6	038041NN0X000001	AA	09/28/00	10/02/00 17:05
7	002011NN0X000006	AA	09/29/00	10/03/00 08:37
8	005011NN0X000012	AA	09/28/00	10/02/00 17:05

Assessment

Late completion messages may impede a CLEC's ability to recognize when customer accounts have changed and, therefore, may impact customer service.

¹ While there is no metric for PCM timeliness in the *New Jersey Carrier-to-Carrier Guidelines* (May 2000), KPMG Consulting is using the same methodology that is used for BCM timeliness as a proxy. Therefore, KPMG Consulting considers PCMs not received by noon (12:00) the business day after the PCM completion date as late.

² The *New Jersey Carrier-to-Carrier Guidelines* (May 2000) consider BCMs not received by noon (12:00) the business day after the BCM completion date as late.